

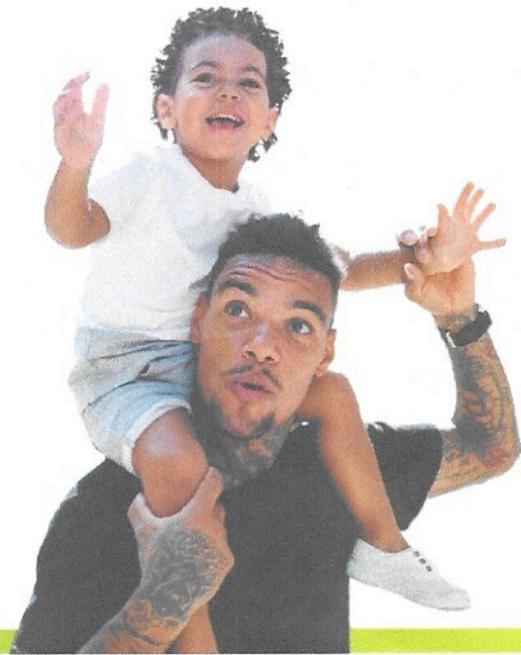


Coordinated Care of Washington, Inc.
1145 Broadway, Suite 700
Tacoma, WA 98402

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EDWARD OHMAN
160 BASIN DR
BURBANK WA 99323-9586



YOU DESERVE QUALITY HEALTHCARE.

Your health plan works hard to make sure members get quality healthcare. Goals are set for quality and our progress is reviewed. Member feedback is also looked at throughout the year. If you get a survey from your health plan, please fill it out. Information from surveys helps your health plan continue to improve and better serve you.

Having access to important health information also lets you get the most from your coverage.

Visit our Quality Program webpage at CoordinatedCareHealth.com/Quality for helpful information about your coverage and services available to you. You can also get more details on various topics, like:

- *Your rights and how your privacy is protected as our health plan member*
- *Getting prescriptions filled*
- *Knowing if a service is covered and what to do if it is not*
- *New services and technology*
- *Language services for people whose primary language is not English*
- *Aids and services to people with disabilities, such as qualified sign language interpreters and written information in other formats (large print, Braille)*
- *And more*

Coordinated Care of Washington, Inc. is dedicated to serving our members. If you have any questions or concerns, call Member Services at 1-877-644-4613 (TTY: 711).



Statement of Non-Discrimination

Coordinated Care of Washington, Inc. complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex (including pregnancy, sexual orientation, and gender identity). Coordinated Care does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex (including pregnancy, sexual orientation, and gender identity).

Coordinated Care also complies with applicable state laws and does not discriminate on the basis of creed, gender, gender expression or identity, sexual orientation, marital status, religion, honorably discharged veteran or military status, or the use of a trained dog guide or service animal by a person with a disability.

Coordinated Care:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
 - Qualified sign language interpreters
 - Written information in other formats (large print, audio, accessible electronic formats, other formats)

- Provides free language services to people whose primary language is not English, such as:
 - Qualified interpreters
 - Information written in other languages

If you need these services, contact Coordinated Care at 1-877-644-4613 (TTY: 711).

If you believe that Coordinated Care has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex (including pregnancy, sexual orientation, and gender identity), you can file a grievance with:

**1557 Coordinator,
PO Box 31384, Tampa, FL 33631,
855-577-8234,
TTY: 711,
FAX: 866-388-1769,
SM_Section1557Coord@centene.com.**

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, our 1557 Coordinator is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at: U.S. Department of Health and Human Services, 200 Independence Avenue SW., Room 509F, HHH Building, Washington, DC 20201, 1-800-368-1019, 800-537-7697 (TDD).
Complaint forms are available at <https://www.hhs.gov/ocr/filing-with-ocr/index.html>

This notice is available at Coordinated Care website:

<https://www.coordinatedcarehealth.com/statement-of-non-discrimination.html>

